



# AMSUS 2004



## Army Reserve Clinical Credentialing Affairs (ARCCA)

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Army Reserve - Training Soldiers and Growing Leaders

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# Purpose



- The intent of this presentation is to briefly review the ARCCA program
  - + Mission & Strategic Needs
  - + Brief History of Credentialing within the Army Reserve
  - + Overview of the ARRCA Concept
  - + Innovations and Achievements
  - + Progress & Plans



# ARCCA Mission



- Ensure quality healthcare for our military members
- Implement a cost-efficient centralized clinical credentialing operation that removes all credentials-oriented impedances to readiness
- Return the 500+ clinical officers currently performing credentialing to their assigned duties
- Provide excellent service to all customers
- Create and maintain accurate clinical soldier "inventory" data
- Reduce cost of credentialing activities by 30-40%



# Background



- Army Reserve spends over \$7.8MM annually on credentialing its 11,000 clinical soldiers
- This effort requires clinical officers to perform credentialing as an *additional duty* at their assigned medical units
- Quality of this work has historically been much lower than desired for numerous reasons
- Readiness and mobilization efforts for USAR clinical soldiers have been adversely affected by credentialing issues for several years



# Program Overview



- ARCCA modeled after best practices utilized within commercial healthcare market
  - + “Service Bureau” operations model
  - + Efficient work processes
  - + Highly automated operation
  - + Focus on quality, compliance, and service levels
  - + Leverage experience of management consulting firm to catalyze formation and development of operation
- Staffed by 55-60 resources
- Annual operating budget of \$5.5MM



# Innovation



- Unique operational design
  - + Inventory vs. “Assembly Line” process
- Military Advanced Credentialing (MAC) System
  - + Complete automation of operation
- Efficient distribution of labor
  - + Military
  - + Civil Servant
  - + Contract Staff
  - + Consultants
- Focus on quality and effectiveness



# Performance



- The implementation of ARCCA's services began, as planned, in October 2003 following a 15 month design and pilot exercise
- The operation is currently inprocessing 125-150 practitioner credentials files (PCFs) per month
- To date, 1,600 PCFs have been transitioned to ARCCA from field units
- Program is on budget, in light of significant effort required in supporting mobilization efforts



# Future Plans



- Continue planned expansion of operation
  - + Continue transition of privileged providers through late 2005
  - + Complete transition of non-privileged providers beginning in 2006
- Align operation along corps-specific processes
- Continue to drive technology and process innovation into operational efficiency
- Leverage corps-level information to improve decision support systems across Army commands
- Expansion to support additional force components